

From: Suresh Bazaj
To: Microsoft ATR
Date: 1/23/02 6:43pm
Subject: Microsoft Settlement

Honorable Judge Kollar-Kotelly,

I would like to share with you my experience in dealing with Microsoft products for the last 20 years. My first experience with Microsoft products was in the early 80's when I purchased a Radio Shack PC with DOS. Overall, it was an OK product until I purchased my first Apple Macintosh in 1985. What a world of difference. For the next 11 years (until 1996), I only purchased Apple Macintosh due to its ease of use. I still remember when I bought the first Macintosh Performa for my 11 year old in 1995. We got home from the store around 10 PM. I was tired, yet my son insisted that I help him unpack and set the computer on his desk. He took care of the rest and had fun with it for many hours while I was sound asleep. My children used the computer for more than 5 years.

Unfortunately, my options to buy anything but Microsoft were severely restricted as the 90's rolled along. So, I finally broke down and bought a Windows '98 PC in 1999. I was glad that I did not have to live through the torture of going through many versions of Windows (1.x, 2.x, 3.x, Windows '95 and then Windows '98). While it does not do everything that I can do on a Macintosh, it has been a reasonably stable system.

So, I now have 3 WIN '98 laptops and one WIN '98 desktop in my household - essentially every member of the house has his/her own PC. We are all reasonably OK with and are able to do most of what we need to do. However, here is my FRUSTRATION. As a monopoly, Microsoft feels that it can whip out a new product whenever it wants to and stop supporting the existing product. Since I bought my first WIN '98 PC, there has been WIN 2000 (several versions of it), WINDOWS ME (in 2001) and now WINDOWS XP (in 2002). Most (if not all) these new products require new hardware and often new application software, in addition to the new Operating System.

Well, I just cannot afford to throw fully functional and useful machines in the trash can every year. How would you feel if the plumbing and electricity industry followed the same model. You have a leaky faucet or fused bulb. Well, you better upgrade to entirely new plumbing and electrical system in the house since last years model is no longer in production and supported.

I hope you get the point. I urge to reject the DOJ settlement that does not do anything to foster competition and help the consumers.

Respectfully,

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